

Task 1.0 LOGISTICS

The Contractor shall provide all labor, supplies, on-site management personnel, tools, materials, equipment, transportation and vehicles not identified as IAGP (Refer to Attachment B) necessary to perform logistics services at Glenn.

1.1. Property Management Service

a. General requirements - The Contractor shall comply with NASA Equipment Management Manual, NASA Handbook (NHB) 4200.1, as revised; NASA Equipment Management User's Handbook for Property Custodians, NHB 4200.2, as revised; NASA Personal Property Disposal Manual, NHB 4300.1, as revised; NASA Property Disposal Management System (NPDMS) User's Guide, as revised; NASA Financial Management Manual (FMM) 9060, as revised; Code of Federal Regulations (CFR) Title 41, Subchapter H, Part 101, Sections 43-46, as revised; and NASA Headquarters and Glenn policy and procedures, as revised.

b. Description of work - The Contractor shall receive, track, store, screen, redistribute and dispose of Glenn property.

1.1.1 Property Management**1.1.1.1 NASA Equipment Management System (NEMS) Equipment Database Management**

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.1.a., as applicable.

b. Description of work - The Contractor shall maintain equipment identification and accountability and shall report and act upon lost, damaged or destroyed equipment. The Contractor shall maintain the NEMS database. The Contractor shall maintain an information system (metafile) or equivalent of all source documents. The Contractor shall establish and maintain an Equipment Control Number (ECN) register.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall maintain error free item description, location, condition and availability of NEMS equipment. The information systems (metafile) shall be readable and accessible. The register shall be kept current and in numerical order according to the ECN numbers.

d. Schedule - The Contractor shall input data into NEMS within ten working days of date the property is tagged. Files shall be scanned and indexed within two weeks of input date. ECN numbers that do not appear in NEMS shall be resolved within two weeks.

e. Documentation - The Contractor shall provide the NEMS-generated reports to the Technical Representative (TR) as required. The information system (metafile) and the ECN register shall be subject to periodic review by the TR.

1.1.1.2 Equipment Inventory

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.1.a., as applicable.
- b. Description of work - The Contractor shall conduct physical inventories to verify that recorded equipment is on hand; verify current location and responsible user; identify unrecorded equipment; locate missing equipment; identify unused equipment; and identify equipment in need of repair.
- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task.
- d. Schedule - The Contractor shall conduct a complete wall-to-wall, floor-to-ceiling inventory every year or in accordance with Glenn general requirements in 1.1a.
- e. Documentation - The Contractor shall prepare inventory status reports for each Directorate Head and/or Division Chief at the end of each inventory cycle. Data for preparation of reports to the Glenn Center Director and NASA Headquarters shall be provided to the TR within 30 days of the end of the inventory cycle.

1.1.1.3 Loans

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.1.a., as applicable.
- b. Description of work - The Contractor shall coordinate and track inbound and outbound loans of government property and prepare appropriate documentation, maintain case files and monitor anniversary and expiration dates.
- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task.
- d. Schedule - The Contractor shall send loan expiration notices to users at least 30 days prior to the expiration date. New loans shall be processed within three weeks of a loan request.
- e. Documentation - The Contractor shall maintain the loan database, loan case files, and NEMS-generated reports.

1.1.1.4 Financial Reconciliation

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.1.a., as applicable.
- b. Description of work - The Contractor shall reconcile the controlled capitalized equipment

records with Glenn's financial accounts and provide data as requested by the Financial Management Division (FMD).

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall ensure that NEMS data reflect cost changes in financial data. Copies of the changes shall be provided to the FMD.

d. Schedule - The Contractor shall reconcile equipment records on a monthly basis.

e. Documentation - The Contractor shall provide to the FMD and the TR each month the NEMS-generated Controlled Equipment Report explaining discrepancies and solutions. The Contractor shall submit data for the Semiannual Report of Supply and Equipment Management Operations, NASA Form 1324. The NEMS-generated Report of Leased Equipment Subject to Capitalization shall be submitted annually to the FMD.

1.1.1.5 Equipment Services Program

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.1.a., as applicable.

b. Description of work - The Contractor shall manage Glenn's equipment services program to accomplish tracking of Government property. Equipment Service Representatives shall be assigned to property management areas to assure effective control and surveillance of equipment and to maintain equipment records by property management area.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall ensure that all changes to the equipment records are documented and NEMS transactions are accomplished accurately.

d. Schedule - Paperwork to accomplish data changes shall be completed within three working days of the change.

e. Documentation - The Contractor shall provide NEMS-generated reports quarterly for review by the TR.

1.1.1.6 Survey Records

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.1.a., as applicable.

b. Description of work - The Contractor shall maintain survey records which document the investigation and disposition of lost, damaged or destroyed Government property. The Contractor shall review transactions to establish pertinent facts and adjust the property records. Survey records shall be referred to the Survey Board or Property Survey Officer (PSO), as appropriate, for investigation. If theft is suspected, the records shall be forwarded to Glenn's security personnel for further investigation.

- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall ensure that Government forms are complete and routed to appropriate personnel for investigation.
- d. Schedule - Survey reports shall be logged into an Access database. The reports shall be distributed for investigation within three working days after Contractor's review and receipt.
- e. Documentation - The Contractor shall maintain a survey log and survey report files and submit report annually to Security, the Office of the Inspector General and TR. The Contractor shall also provide periodic data upon request.

1.1.1.7 Reporting Requirements

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.1.a., as applicable.
- b. Description of work - The Contractor shall produce routine or specifically tailored NEMS reports not outlined in Tasks 1.1.1.1.b. through 1.1.1.6.b.
- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Reporting formats shall meet the requirements specified by the TR and shall be error free.
- d. Schedule - Regularly scheduled reports shall be batch-processed overnight and distributed to Equipment Services Office the following day. The Contractor shall, on request, generate reports within three working days if request is produced from NEMS. Otherwise, the Contractor shall meet the date specified in the request.
- e. Documentation - The Contractor shall provide the routine NEMS reports to the TR. The Contractor shall route special requests for data from NASA Headquarters through the TR. The Contractor shall enter statistical data for the Semiannual Headquarters Performance Measures into the agency-wide Logistics Information Management System (LIMS).

1.1.2 Property Disposal

1.1.2.1 Receipt and Warehouse of Excess Property

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.1.a., as applicable. The Environmental Management Office (EMO) disposes of hazardous waste and/or materials. The Contractor shall not accept hazardous material without EMO approval.
- b. Description of work - The Contractor shall pickup, receive, inspect, redistribute, identify and warehouse all property determined by Glenn to be excess using the NASA Property Disposal Management System (NPDMS). The Contractor shall determine if property will be available for exchange sale or normal processing prior to NPDMS input. For automated data processing (ADP) equipment, the Contractor shall remove all software on ADP equipment prior to utilization, donation or sales. ADP equipment will be powered-up to insure its' functionality. Minor troubleshooting will be performed to make system operational. Reports shall be system-generated by NPDMS, Supernatural queries, site-unique reports or Microsoft Access.
- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Property shall be picked up from users area, inspected for complete and proper paperwork and appropriate condition code. Property shall then be warehoused. Inputs into NPDMS shall contain a complete commercial description and shall be accurate. ADP systems shall be free of software prior to utilization, donation or sales.
- d. Schedule - Excess property shall be picked up from requester and delivered to warehouse within 20 working days from the day the pick-up document is generated. The Contractor shall update the warehouse locator daily.
- e. Documentation - The Contractor shall submit daily to the TR the NPDMS-generated Daily Transaction Report.

1.1.2.2 Utilization

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.1.a., as applicable. Hazardous waste and/or materials are disposed of by the EMO. The Contractor shall not accept hazardous material without EMO approval.
- b. Description of work - The Contractor shall process documented and approved requests for utilization of excess and/or surplus property available at Glenn, other NASA Centers or other Federal agencies. The Contractor shall assist in locating available items. The Contractor shall enter the FEDS SCREENS database to locate items from other agencies. The Contractor shall distribute screening lists of materials and equipment available from other NASA Centers or Federal agencies.
- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Paperwork shall be accurate. Equipment holds (freezes) shall be

entered into NPDMS with accuracy.

d. Schedule - The Contractor shall perform property transfers within five working days of receipt of the paperwork. If Glenn is to ship the equipment, the paperwork shall be completed within five days of receipt. Transfer and hold (freeze) information shall be entered into NPDMS as received. Freezes exceeding 14 days from the NPDMS entry date shall be addressed that same day. Screening lists shall be distributed within five days of receipt.

e. Documentation - Transfer Order Excess Personal Property, Standard Form 122 and Transfer Order Surplus Personal Property, Standard Form 123 and shipping documents shall be reviewed and signed by the Property Disposal Officer (PDO) or designated representative. A Freeze Status Report generated by NPDMS shall be prepared twice a month. The Contractor shall print purchase requests to identify exchange and/or sale property.

1.1.2.3 Donation

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.1.a., as applicable. Hazardous waste and/or materials are disposed of by the EMO. The Contractor shall not accept hazardous material without EMO approval.

b. Description of work - The Contractor shall process documented and approved requests of property eligible for donation at Glenn. This includes the Stage Agency for Surplus Property, the Stevenson-Wydler Act and Computers for Learning. The Contractor shall distribute information packages and respond to all questions on the donation program to all interested parties. The Contractor shall utilize the on-line "Computers for Learning" web site to make offers of donation to schools K-12.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Paperwork shall be accurate. Equipment holds (freezes) shall be entered into NPDMS with accurate data.

d. Schedule - The Contractor shall complete transfers within five working days of receipt of the proper paperwork. The Contractor shall enter transfer and hold (freeze) information into NPDMS the same day the information is received. The Contractor shall contact the customer for cancellation or immediate transfer of freezes exceeding 14 days from the NPDMS entry date. The Contractor shall notify the donee the first day the item is eligible for pick up.

e. Documentation - The Contractor shall maintain a file of transfer orders. The Freeze Status Report shall be generated twice a month by NPDMS. The contractor will update the Computers for Learning web site when donations are offered, accepted and completed. Records will be updated in NPDMS upon completion of donations. The Contractor shall provide Stevenson-Wydler Act and Computers for Learning Reports quarterly or as needed.

1.1.2.4 Exchange and/or Sale of Property

a. General requirements - The Contractor shall comply with the general requirements specified

in Task 1.1.a., as applicable. Hazardous waste and/or materials are disposed of by the EMO. The Contractor shall not accept hazardous material without EMO approval.

b. Description of work - The Contractor shall list surplus property, photograph property and prepare all paperwork necessary to conduct GSA Internet auctions. The contractor shall also conduct GRC fixed-priced and sealed-bid sales, as required, to ensure a continual flow of property. The Contractor shall screen purchase requests to identify exchange and/or sale property. Sales packages shall be approved by the Property Disposal Officer (PDO). Exchange or sale of property for replacement purposes shall be screened to the other NASA Centers for three days. Upon completion of the three day screening for exchange (trade-in), the Contractor shall prepare a memorandum for the PDO's signature advising the Purchasing Agent that screening has been completed.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The sales packages for the term contracts, fixed price and sealed bid sales shall be accurate.

d. Schedule - Schedule for GSA internet auctions will be coordinated with GSA. For GRC conducted sales, the Contractor shall advertise the sale no later than ten days prior to inspection of the property. The Contractor shall update NPDMS with error free data prior to the next sale. The Contractor shall prepare default letters for GRC conducted sales on the day default is determined for the PDO signature. The Contractor shall notify GSA of awardees who have failed to remove property the day following the removal deadline. The Contractor shall prepare the trade-in memorandum the same day screening is complete. The Contractor shall follow up with the Freight Traffic Office (FTO) on trade-in items within 30 days if the file is not complete.

e. Documentation - Sales spreadsheets and photographs shall be prepared and submitted to GSA for all GSA Internet auctions. Sealed-bid sales reports shall be generated by NPDMS and Microsoft Access software. The Contractor shall prepare sales packages, award and default letters, trade-in memorandums and maintain the trade-in log. The Contractor shall maintain a purchase request file for exchange sales.

1.1.2.5 Government Property Held and Reported by Glenn Contractors and/or Grantees

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.1.a., as applicable. Hazardous waste and/or materials are disposed of by the EMO. The Contractor shall not accept hazardous material without EMO approval.

b. Description of work - The Contractor shall screen contractor and/or grantee reported excess property. The Contractor shall prepare a memorandum to the Government program manager or TR and other NASA Centers and distribute the screening lists. The Contractor shall prepare a memorandum to the Department of Defense (DoD) and/or contractor with disposition instructions. The Contractor shall prepare a Requisition and Invoice/Shipping Document, DD Form 1149, for shipping and/or transferring of property if utilization is requested.

c. Quality standards - The Contractor shall comply with the general requirements identified in paragraph a. of this task. The Contractor shall maintain error free records of contractor and/or grantee excess property acquisition costs for annual reports. All correspondence shall be error free.

d. Schedule - The Contractor shall distribute, within five working days of receipt, the screening packages that include the memorandum to the appropriate Government program manager or technical monitor. The Contractor shall prepare a memorandum of disposition instructions and, if required, a Requisition and Invoice Shipping Document, DD Form 1149, within seven working days of screening completion.

e. Documentation - The Contractor shall maintain a contract property disposal log listing the contractor, contract number, line items, acquisition costs, date screening started and date screening completed. The Contractor shall maintain screening and disposition memoranda and DD Forms 1149. The Contractor shall maintain the contract property disposal database for annual reports.

1.1.2.6 Disposal of Scrap Material and Abandonment and/or Destruction

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.1.a., as applicable. Hazardous waste and/or materials are disposed of by the EMO. The Contractor shall not accept hazardous material without EMO approval.

b. Description of work - The Contractor shall receive property determined to be scrap or material meeting the Abandonment and Destruction guidelines. With PDO approval, the property shall be destroyed so it is rendered unusable for its original purpose or function. The Contractor shall complete the necessary disposal. The Contractor shall maintain a listing that identifies items previously destroyed. The Contractor shall inspect property to verify the condition prior to scrapping and remove any identifiable tags or paperwork.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall accurately enter data into NPDMS to produce Determination for Classification of Property as Scrap or Salvage, NASA Form 811 and Determination and Authorization to abandon or Destroy Surplus Property, NASA Form 812.

d. Schedule - The Contractor shall provide documentation of scrap materials within ten days of notification. The Contractor shall post a public notice for ten days prior to abandonment and destruction of property, unless documentation of previous destruction is on record, or property meets qualifications for abandonment and destruction without public notice. The Contractor shall destroy scrap and abandoned property within ten days of receipt of completed paperwork. The Contractor shall enter final disposition into NPDMS the day the items are removed to the scrap yard.

e. Documentation - The Contractor shall complete and file NASA Form 811, NASA Form 812 and Public Notices of Abandonment and Destruction. In addition, the Contractor shall file records of previously destroyed items if public notice is not necessary.

1.1.2.7 Accountable Records and Reporting

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.1.a., as applicable. Hazardous waste and/or materials are disposed of by the EMO. The Contractor shall not accept hazardous material without EMO approval.
- b. Description of work - For all Glenn excess property the Contractor shall maintain accountable property records for utilization and disposal reporting. Excess property records shall be maintained from the time of receipt until final disposition and shall accurately describe the status of all excess and/or surplus property. Transfers under Computers for Learning and Stevenson-Wydler Act shall be tallied and reported monthly by school, Federal Supply Class (FSC) and cost (Refer to Attachment J). NPDMS or uniquely developed spreadsheets shall generate reports. The Contractor shall compile and report sales, Computer for Learning and Stevenson-Wydler Act information.
- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. All reports shall be error free.
- d. Schedule - The Contractor shall comply with the reporting requirement dates specified in e. of this task.
- e. Documentation - NPDMS standard reports shall be submitted monthly by the fifth working day of the following month to the TR. Headquarters Performance Measures shall be done semiannually and entered into the Logistics Information Management System (LIMS) within 30 days of the end of the quarter. The Contractor shall provide annual reports specified in NHB 4300.1. Computers for Learning, Stevenson-Wydler Act and Sales Total Reports shall be submitted annually ~~every quarter~~ and periodically as requested by the PDO.

1.1.3 Hold Storage

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.1.a., as applicable. Hazardous waste and/or materials are disposed of by the EMO. The Contractor shall not accept hazardous material without EMO approval.
- b. Description of work - The Contractor shall receive and process retention requests and determine Program Stock classification. The Contractor shall use NASA Supply Management System (NSMS) procedures for Program Stock items and NEMS procedures for tagged equipment. Each item shall be photographed as part of the retention request. The Contractor shall maintain records and coordinate the movement and storage of approved items in designated areas at Glenn and Plum Brook Station in Sandusky, Ohio. The Contractor shall initiate and process withdrawal requests. The Contractor shall coordinate withdrawal and delivery of requested items from storage and assist Glenn personnel in accessing and using the Authorized Hold Storage System. The Contractor shall conduct an annual review and justify the continued retention of all items being held in Hold Storage. The Contractor shall assist in an annual inventory of Program Stock and annual inventory of equipment. The Contractor shall ensure that Hold Storage data is on the WWW and accessible only to other NASA Centers.
- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall ensure that hazardous materials are not shipped to the hold storage area at Plum Brook Station. The Authorized Hold Storage System and documentation shall be accurate.
- d. Schedule - The Contractor shall enter items into the Authorized Hold Storage System within five days of receipt of request for storage. The Contractor shall submit monthly reports by the fifth working day of the following month to the TR.
- e. Documentation - The Contractor shall provide a monthly status report of all additions, withdrawals and excess actions to the TR.

1.2 Freight Traffic

a. General requirements - The Contractor shall comply with NASA Materials Inventory Management Manual, NASA Procedures and Guidelines (NPG) 4100.1, as revised; NASA Equipment Management Manual, NPG 4200.1, as revised; NASA Transportation and General Traffic Management, NPG6200.1; NASA Personal Property Disposal Procedures and Guidelines NPG 4300.1, as revised; Requirements for Packaging, Handling, and Transportation for Aeronautics and Space systems, Equipment, and Associated Components, NASA Procedures and Guidelines (NPG) 6000.1; NASA Policy Directive (NPD) 6000.1, Transportation Management; dated May 6, 1997; Code of Federal Regulation, (CFR) Title 41, Chapter 101, Subchapters E and H; CFR Title 49 et al; and all applicable Local, State, Federal and International Regulations governing the transportation of goods. Federal Acquisition Regulation. NASA FAR Supplement.

b. Description of work - The Contractor shall provide all services and equipment not identified as IAGP to support the day-to-day traffic management, shipping, and receiving operations for Glenn.

1.2.1 Freight Coordination

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.2.a as applicable.

b. Description of work - The Contractor shall use commercial carrier tariffs, schedules, tenders, services, facilities, rates, charges, and traffic agreements to route NASA traffic, maintain liaison with commercial carriers, and make necessary arrangements with carriers for the movement of materials. The Contractor shall ensure that only lawfully filed tariffs and tenders are used to route NASA traffic.

The Contractor shall maintain familiarity of and ensure compliance with laws, regulations, and ordinances, imposed by the State and Federal Government, on the movement of material by commercial carriers.

The Contractor shall manage and perform all tasks related to the small package shipments to include receipt and shipment of "letterpaks" and other small package shipments by commercial express carriers.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph 1.2.1. All (Commercial Bills of Lading (CBL) and Government Bills of Lading (GBL) if applicable, will be processed with no typographical errors.

d. Schedule - The Contractor shall follow the customer's request on the Glenn Outbound Shipment/Request Document, NASA C-727, regarding the time from the delivery of the material, unless the Contractor and the customer have discussed the matter and annotated it on the NASA C-727. All "next-day" shipments will be processed the same day that the shipping unit is completed (when proper documentation and material to be shipped are received in the Freight Traffic Office (FTO)). Federal Express shipments shall be prepared by 3:15 p.m. daily.

e. Documentation - The Contractor shall maintain concise and accurate records regarding estimates, (move up) conversations with customers, and any other pertinent information regarding a shipment, to include damages.

1.2.1.1 Material Movements

The Contractor shall ensure custody and centralized control over inbound and outbound shipments.

The Contractor shall manage and perform all tasks related to the shipment and receipt of Government freight. The Contractor shall maintain documentation for transportation discrepancy reports, tracer actions, and any other reporting requirements identified by the Government.

1.2.1.2 Outbound Freight

The Contractor shall perform all services required to arrange the shipment of outbound freight. The Contractor shall determine the most advantageous mode of shipment and the carrier to be used; consolidate shipments where appropriate; classify cargo being shipped and apply the lowest applicable rate in accordance with the National Motor Freight Classification and carrier's tariffs and tenders.

1.2.1.3 Inbound Freight

The Contractor shall perform all tasks required to receive, process, and effect disposition of inbound freight consigned to Glenn and supported activities. The Contractor shall receive, arrange for specified delivery points, and document each inbound shipment, including confirmation that each Government Bill of Lading (GBL), when applicable, Commercial Bill of Lading (CBL), and carrier's prepaid bill has been receipted by signature and any discrepancies have been annotated.

1.2.1.4 U.S. Government Bills of Lading (GBL) and Commercial Bills of Lading (CBL)

The Contractor shall prepare and issue a Commercial Bill of Lading (CBL), and U.S. Government Bill of Lading, Standard Form 1103, and Continuation Sheet, U.S. Government Bill of Lading, Standard Form 1109, (when applicable) for the procurement of transportation and related services on behalf of the Glenn Transportation Officer. The Contractor shall prepare, issue, and process a Government Bill of Lading Correction Notice, Standard Form 1200, on behalf of the Glenn Transportation Officer. The Contractor shall process requests from commercial carriers to substitute a Freight Way Bill original, in lieu of a lost or destroyed GBL.

1.2.1.5 Verification of Freight Charges

The Contractor shall, upon receipt of the invoice from the carrier, verify actual charges with the estimated freight charges for the TR's certification. The Contractor shall schedule and monitor loading and unloading of commercial carriers' equipment to preclude demurrage, detention, or storage charges. The Contractor shall, upon receipt of invoice from the carrier, verify or dispute demurrage, detention, or storage charges.

1.2.1.6 Personal Property

The Contractor shall perform all phases of personal property movements in coordination with the General Services Administration Centralized Household Goods Traffic Management Program, to include the preparation and issuance of (Commercial Bill of Lading, CBL), , U.S. Government Bill of Lading (when applicable) Privately Owned Personal Property, Standard Form 1203, on behalf of the Glenn Transportation Officer. The Contractor shall determine entitlements and prepare and process all documentation necessary to effect shipment, storage, and delivery of personal property, i.e., household goods for NASA employees and authorized dependents. The Contractor shall provide personal property service and costs associated with any actual or potential movement of household goods from anyone seeking assistance. The Contractor shall provide advice and counseling for NASA employees needing this service.

1.2.1.7 Carrier Selection (Other than Personal Property)

In selecting a carrier for a specific shipment, when two or more modes of transportation or individual carriers within a mode of transportation are in a position to compete, the Contractor shall consider three principal factors, in their relative order of importance: satisfactory service, aggregate delivery cost, and equitable distribution of traffic.

The Contractor shall document carrier failures and provide documentation to the TR for consideration. Each carrier's documented file shall contain, at a minimum, a brief description and date of service failure, date carrier was offered the shipment and name of contact, GBL or CBL number, shipment origin and destination.

1.2.2 Shipping

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.2.a., as applicable.

b. Description of work - The Contractor shall provide services, material and equipment, except as identified as IAGP (Refer to Attachment B) to pack items and complete shipping documents for outbound shipment via all transportation modes. The Contractor shall ensure that required hazardous material training and certification are provided. Training and certification for the handling of radioactive material is also required.

The Contractor shall perform the following packing and packaging tasks:

- Direct overall packing and packaging activities to include assigning priorities, scheduling, monitoring activities and handling extraordinary requirements.
- Manage and ensure the following general requirements are followed: Title 49, CFR; National Motor Freight Classifications; foreign shipping requirements; International Air Transport Association (IATA); NASA Class I, II, III, and IV requirements, per NPG 6000.1.
- Ensure that packaging shall withstand and protect Government material and equipment from all climatic and environmental conditions; stacking weights; modes of shipment (rail, surface, air, and water) and long term storage.
- Package as required to facilitate damage-free worldwide shipment by various carriers. These containers must protect many diverse types of material and equipment, which include, but are not limited to: highly sophisticated and fragile spacecraft and instrumentation as well as other electronic, optical, and hazardous materials and equipment. The packaging process (cleaning, drying, preserving, packing, marking, and unitization) shall be in accordance with the latest editions of MIL-STD-2073, Standard Practice for Military Packaging, MIL-B-81705B, Military Specification for Barrier Materials, Flexible, Electrostatic Protective, Heat Sealable, MIL-STD-129N, Standard Practice for Military Marking, and NPG 6000.1, as revised.
- Plan for consolidation of materials and equipment for shipments to like destinations. When possible to consolidate items in single containers, ensure that dimension and weight of container contents are compatible.
- Package hazardous materials for shipment on commercial carriage in accordance with Title 49 CFR. The Contractor shall package material sensitive to electrostatic discharge in accordance with the latest edition of MIL-B-81705. The Contractor shall also package radioactive material in compliance with Title 49 CFR, Title 14 CFR, and Title 10 CFR requirements. The Contractor shall certify handlers and certifiers of hazardous materials as required by Title 49 CFR, parts 171-177.
- Properly stencil, mark and label crates, boxes, and other containers in accordance with the latest editions of MIL-STD-129N and NPG 6000.1. In certain cases, which will be specified by the Government, shipment to NASA or related facilities in foreign countries may require deviations from the marking and labeling specifications.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Each shipment shall be documented according to the requirements.

Each shipment shall be packaged to ensure protection from any damage. The following shipping schedule shall apply:

d. Schedule - Hours of operation shall be Monday through Friday.(8:00 a.m. – 4:30 pm)

Routine ground service and next day air service	Shipments shall be prepared the same day that the shipping unit is completed (when proper documentation and material to be shipped are received in the shipping area). United Parcel Service (UPS) shipments shall be prepared for shipment by 10 a.m. daily. Federal Express shipments shall be prepared by 3:15 p.m. daily.
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All others	All remaining shipments shall be prepared within 24 hours after receipt of the completed shipping unit.
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Exceptions	Any shipment requiring special crating or requiring special containers be ordered shall be an exception to the above requirements. The 24-hour period shall begin after receipt of the specialized containers or crates.
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When prevented from adhering to the shipping schedule, the Contractor shall immediately notify the TR and a brief written statement detailing the incident should be attached to the NASA Form C-727. (do not do this) remarks put on C-727 to justify change in due date by requester only.

e. Documentation - For each package to be shipped, the Contractor shall submit a NASA Form C-727 to the FTO with complete shipping data such as weight, dimensions and hazardous requirements as soon as packaging is completed.

1.2.3 Receiving

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.2.a., as applicable.
- b. Description of work - The Contractor shall provide all receiving services for Glenn except non-procurement bankcard buys. The Contractor shall off-load material from all carriers, inspect for damage and verify shipping piece count; open, count, and inspect for damage and description, in accordance with the purchase order or contract; tag capitalized or sensitive equipment; and prepare receiving documentation for acceptance. All freight damages shall be reported to the FTO immediately. Upon acceptance, the Contractor shall distribute the receiving documentation. For all hazardous material, the Contractor shall ensure receipt of the Material Safety Data Sheets (MSDS) and update the central file accordingly. The vast majority of chemical products shall be inspected and accepted at Building 212; however, occasional chemical product shipments shall be accepted and inspected at Building 21. Discrepancy reports, applicable to any and all receipts, shall be prepared when appropriate. ~~obsolete~~ For all hazardous materials, the Material Receipts (MRs) shall not be considered complete until the MSDS is received and a notation stamped on the MR. All stock items received shall be logged into the document tracking system.

(~~obsolete~~)

Quarterly, receiving files shall be purged and these closed files shall be reviewed to ensure all appropriate items have been tagged and appropriate closing documentation has been completed.

For Stock and/or NASA FED/MIL orders, the Contractor shall enter the order number into the NSMS, verify packing list descriptions against NSMS description, then count and verify quantities. The Contractor shall fill existing back-orders and remaining stock shall be sent to the appropriate warehouse. Discrepancies shall be reconciled with the respective Inventory Manager.

The Contractor shall also furnish limited receiving services to other Glenn contractors who are authorized to utilize Glenn' central receiving facility.

- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. For the Stock and/or NASA FED/MIL Orders, quantity counts shall be accurate to ensure the integrity of the NSMS. Material shall be inspected for compliance with order specifications.

- d. Schedule - Hours of operation shall be Monday through Friday 7:00 a.m. - 4:00 p.m. All inbound material shall be off-loaded, inspected and processed for delivery according to the following time requirements and guidelines:

Delivery Requirements Schedule

- Direct delivery materials shall be received within two working hours
- Urgent orders - Priority stamped shall be received within four working hours
- Regular non-stock and stock orders and material to be tagged shall be received within 16

working hours

- Furniture orders shall be received within five working days
 - All receiving folders shall have a date and time stamp on the outside front flap within one-half hour after receipt on the dock
 -
 - Daily freight bills, signed and dated, shall be forwarded to FTO the morning following the receipt date
 - Tagging and documentation preparation and distribution shall be completed in accordance with the above schedule
 - All stock items received shall be logged into the document tracking system immediately following receiving process
- e. Documentation - The Contractor shall provide MR data for the Semiannual Report of Supply and Equipment Management Operations, NASA Form 1324. The Contractor shall maintain a file of MRs. For Stock and/or NASA FED/MIL Orders, the Contractor shall ensure the NSMS-generated invoice information forms along with the packing slips, or in the case of FED/MIL receipts, copies of the Issue Release/Receipt Document, DD Form 1348, are sent to Inventory Management on a daily basis.

1.2.4 Shipping and Receiving Documentation

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.2.a., as applicable.
 - b. Description of work - The Contractor shall review all NASA Forms C-727 for completeness (and assign a number.. C-217a and the Shipping Label, NASA Form C-503. The Contractor shall maintain all of these forms and any associated documentation for distribution and subsequent filing. The Contractor shall process freight bills ensuring information is appropriate on each document. In addition, the Contractor shall distribute freight bills and appropriate documentation and maintain a suspense file until invoices are received. The Contractor shall resolve overdue notices for collect freight bills.
- The Contractor shall process Reports of Discrepancy (ROD) register. The Contractor shall contact the vendor and/or NASA procurement agent to resolve the discrepancy identified on the ROD.
- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall maintain complete and accurate logs and registers and prepare shipping labels accurately.
 - d. Schedule - Shipping documents shall be processed as soon as completed documentation is received. Freight bills shall be processed daily with corrective action taken within 36 hours. ROD shall be processed within 36 hours of receipt.
 - e. Documentation - The Contractor shall maintain a hardcopy file for all shipping documents and freight bills.

1.3 Stock Purchases

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.4.a, as applicable.
- b. Description of work – The Contractor shall use the NSMS and the GSMS to administer the functions of the Glenn supply management program, i.e., Stores Stock, Program Stock and Standby Stock.

This WBS, 1.3 Stock Purchases, shall be used to cost all purchases of supplies, stores stock, program stock and standby stock. Salaries and other direct costs associated with administering those programs shall be included in task 1.4 Supply Management.

1.4 Supply Management

a. General requirements - The Contractor shall comply with NASA Records Retention Schedule, NPG 1441.1, as revised; NHB 4100.1, as revised; NHB 4200.1, as revised; NHB 4300.1, as revised; Utilization and Maintenance of the Federal Catalog System, NHB 4410.1, as revised; CFR Title 29, as revised; CFR Title 40, Part 82, Section 82.154 (g - k, m), as revised; CFR Title 41, Subtitle C, Chapter 101, Subchapters E and H, as revised; CFR Title 49, as revised; FAR, Chapter 13; FAR Supplement 18-1.6, 18-13; NASA Financial Management Manual (FMM) 9060, as revised; Department of Transportation (DOT) Regulations, as revised; International Civil Aviation Organization (ICAO) Guidelines, as revised; and International Air Transport Association (IATA) Guidelines, as revised.

b. Description of work - The Contractor shall provide all services and equipment, not identified as IAGP (Refer to Attachment B), to support the day-to-day operations in the identification, documentation and physical control of all inventory items.

1.4 Supply Management

a. General requirements - The Contractor shall comply with NASA Records Retention Schedule, NPG 1441.1, as revised; NHB 4100.1, as revised; NHB 4200.1, as revised; NHB 4300.1, as revised; Utilization and Maintenance of the Federal Catalog System, NHB 4410.1, as revised; CFR Title 29, as revised; CFR Title 40, Part 82, Section 82.154 (g - k, m), as revised; CFR Title 41, Subtitle C, Chapter 101, Subchapters E and H, as revised; CFR Title 49, as revised; FAR, Chapter 13; FAR Supplement 18-1.6, 18-13; NASA Financial Management Manual (FMM) 9060, as revised; Department of Transportation (DOT) Regulations, as revised; International Civil Aviation Organization (ICAO) Guidelines, as revised; and International Air Transport Association (IATA) Guidelines, as revised.

b. Description of work - The Contractor shall provide all services and equipment, not identified as IAGP (Refer to Attachment B), to support the day-to-day operations in the identification, documentation and physical control of all inventory items.

1.4.1 Inventory

1.4.1.1 Purchasing

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.4.a, as applicable.

b. Description of work - The Contractor shall use the NSMS and GSMS to administer the functions of the Glenn supply management program; i.e., Stores Stock and Program Stock. The Contractor shall attend the bi-monthly NSMS telecons. NSMS releases shall be coordinated with the GRC database administrator for release and install.

The Contractor shall perform sample inventories annually for each stock status code. The Contractor shall perform a wall-to-wall inventory of status code 1 and status code 2 and

chemicals during phase-in and at the conclusion of the contract. The wall-to-wall inventory will take the place of the sample inventory that year. Random inventories shall be taken at the discretion of the Contractor and/or TR. The Contractor shall perform scheduled cycle counts to ensure inventory accuracy.

The Contractor shall process new or deleted items through the authorized TR for Glenn' approval. All inventory adjustments, under \$500 per line item, shall be certified by the Contractor and approved by the TR. All inventory adjustments, over \$500 per line item, shall be certified by the TR and approved by the Glenn Inventory Adjustment Officer (IAO).

The Contractor shall timestamp and enter the Stock Requisition, NASA Form C-306, data into NSMS; prepare inbound and outbound shipping discrepancy reports; ensure the timely recovery of deposits on Stores Stock returnable containers; reduce demurrage charges on Stores Stock returnable containers and all other GRC cylinders. They Contractor shall receive and respond to telephone inquires relative to designated supply matters; assist the warehouse in the research and evaluation of asset problems; and perform any other clerical tasks.

The Contractor shall verify the material group on all Government purchase requests that are not service related, which are routed through an automated system, and certify the nonavailability of supplies.

The Contractor shall manage and operate the Glenn FED/MIL Requisitioning System for the acquisition of stock and nonstock materials, supplies, aircraft spare parts and other items available from GSA and/or DOD supply sources.

The Contractor shall utilize the NASA Supply Management System (NSMS) and the Glenn Supply Management System (GSMS) for the purchasing of stocked items. Items procured through the next day delivery program shall be managed by utilizing the Glenn Supply Management System (GSMS).

The Contractor shall acquire and conduct physical inventories of precious metals held by Precious Metal Monitors in coordination with the Precious Metals Coordinator.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall procure and manage stock and non-stock items to ensure their availability upon request. The Contractor shall thoroughly research inventory discrepancies prior to adjustments being made in NSMS. In order to guarantee the integrity of the inventory, the Contractor shall perform thorough research identifying root problems and corresponding corrective actions. The Contractor shall accurately enter orders into the FED/MIL Requisitioning System.

d. Schedule - The Contractor shall enter stores stock requisition's data into NSMS and GSMS, daily. Stores Stock item requests shall be available for issue at a minimum of 90 percent of the time unless the budget curtails procurement. All backorders over 60 days shall be justified. Suspended transactions shall be addressed within eight business hours. All Government purchase requests shall be coded within four business hours of receipt. A sample inventory of all stock

status codes shall be performed each fiscal year except when a wall-to-wall inventory is done. The results of the precious metals physical inventories shall be reported through the Precious Metals Coordinator to the Supply and Equipment Management Officer (SEMO), in accordance with the times specified in the general requirements set forth in paragraph a. of this task. All inventory adjustments shall be investigated and the final adjustments run within five working days from the date of the Dummy Adjustment. All monthly reports shall be completed within the first three working days of the following month. The Contractor shall semiannually review all assets having no activity and, after coordinating with the TR and PDO, delete those that are appropriate. The Contractor shall maintain the NSMS database and enter FED/MIL purchase orders daily.

e. Documentation - The Contractor shall submit at the end of each month a Stock Purchases for the Month Report and Summary Report to the TR and COTR. Each month, the Contractor shall report the number of purchase requests coded the line items and dollar value. The Contractor shall submit the Dummy Adjustment Report, Final Adjustment Report and the Inventory Control Report to the TR for review and approval. The Consolidated Inventory Adjustment Voucher shall be submitted to the TR weekly.

The Contractor shall track material from dock to customer delivery by utilizing the Material Tracking System (MTS). Calibration Lab material shall be tracked from receipt to delivery to the Calibration Lab reporting processing times for receipt and for delivery.

The Contractor shall run the FED/MIL Requisitions and Returns and the FED/MIL Direct Purchase Orders for the CO to sign daily.

The Contractor shall run a monthly Stock Withdrawal Report and disseminate this report to Glenn Divisions.

Daily, the Contractor shall use NSMS to distribute the Back Order Notifications to each requestor.

Daily, the Contractor shall run the Update Invalid Accounting Charge Transactions, the NPDMS Interface, the NPDMS Disposal Transaction and the NPDMS Purge Records.

The Contractor shall submit statistical information for the Semiannual Headquarters Performance Measures.

1.4.1.2 Cataloging

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.4.a, as applicable.

b. Description of work - The Contractor shall use NSMS to catalog Stores Stock and Program Stock.

The Contractor shall maintain the established Glenn Store Stock Catalog. As required, the Contractor shall submit a Request for Federal Cataloging/Supply Support Action, Standard Form 1303, to the Defense Logistics Services Center (DLSC).

c. Quality standards - The Contractor shall comply with the general requirements of paragraph a. of this task. The Contractor shall be responsible for accurate catalog information, including concise and accurate item descriptions.

d. Schedule - The Contractor shall notify the users monthly of all catalog changes. The Contractor shall prepare for publication a revised catalog every two years or when 25 percent of the item data in the basic publication have been changed. The Contractor shall forward the monthly DLSC tape of the catalog to the Marshall Space Flight Center (MSFC) for processing. After processing has been completed, the Contractor shall run the Defense Logistics Supply Center Material Product Number (DLSC MPN) Update/No-Action Report and the Catalog Record with No Asset Report and update NSMS within five working days. The Contractor shall process the additions to stock within three working days after the Additions to Stores Stock, NASA Form C-227, is received.

e. Documentation - The Contractor shall maintain a file on cataloging actions. The Contractor shall keep a log of all requests for additions to Stores Stock and the Contractor for future reference shall file the request forms.

1.4.1.3 Chemical Purchasing

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.4.a., as applicable.

b. Description of work - The Contractor shall control all chemicals in Program Stock in accordance with the Description of work in Task 1.4.1.1.b. The Contractor shall process Government purchase requests and prepare direct delivery purchase orders for the Chemical Contracting Officer's signature. The Contractor shall ensure the receipt and distribution of the MSDS to the requestor.

In addition to processing purchases of chemicals on Government requisitions the Contractor shall make chemical purchases thru their own contract for chemicals used by the Materials Division, organization 5100. Initial Contractor estimate shall include the estimated cost of the Materials Division chemical usage. All chemical purchases shall conform to the Government's chemical purchasing requirements. All chemical purchases shall be approved by the Chemical Management Office. All chemicals shall be received through chemical receiving to ensure compliance to Center tracking requirements.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. and the quality standards specified in Task 1.4.1.1.c.

The Contractor shall prepare purchase orders accurately.

d. Schedule - All purchase orders shall be processed by the due date provided by the requestor. The requestor shall be notified within one working day of any abnormal delays.

e. Documentation - The Contractor shall file copies of purchase orders and associated backup documentation. The Contractor shall prepare a report, to be submitted to the TR by the end of the month, summarizing the current status of all open purchase requests. The contractor shall provide the government weekly full cost reporting for all chemicals purchased through the contract. Report details shall include cost, quantity, requestor and final delivery destination.

Records of all chemical purchases shall be maintained either by computer program

1.4.2 Warehouse

1.4.2.1 General Warehousing

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.4.a., as applicable.

b. Description of work - The Contractor shall warehouse all items identified as Stores Stock and Program Stock and at as many as ten on-site buildings or areas and Plum Brook Station.

General warehousing activities include stocking items in designated bin locations; issuing items from Stores Stock via Material Release Orders in response to daily customer requests; providing emergency counter pickups; packaging and staging issued materials for delivery; and performing physical inventories. If backorders exist for items, backorders shall be filled prior to binning.

The Contractor shall access the NSMS records to perform warehousing activities.

The Warehouse shall support operations in the Inventory Management area, as well as interact with task areas internal and external to Logistics and Technical Information Division (LTID) such as Transportation, Disposal, Recycling, Receiving, and Office of Safety, Environmental and Mission Assurance (OSEMA). The Contractor shall support special requests as required.

The Contractor shall develop quality control procedures to restrict receipt of incorrect and/or inferior materials and materials which do not meet acceptable compliance levels. These procedures shall meet requirements mandated by the OSEMA.

All Contractor Warehouse personnel shall be properly trained in towmotor use and shall have a valid towmotor operator's license. The Contractor shall ensure that primary and back-up personnel assigned to cutting operations are properly trained.

Warehouse areas and binning locations shall be clean and free of litter. These areas shall be towmotor-accessible.

The Contractor shall ensure against fraud, waste and abuse. The Contractor shall limit access to

the warehouse to ensure the integrity of the inventory.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. To ensure integrity of the inventory levels, binning and issuing activities shall be performed accurately. Counts on inventoried materials shall be accurate. All input entries into NSMS shall be accurate. The Contractor shall ensure that counter-pickup Stock Requisition, NASA Form C-306, shall be inspected to ensure that company names are noted and back-order preference is established.

d. Schedule -. The Contractor shall meet the following requirements:

Warehousing

- Items binned within eight hours of staging
- Document tracking closed in NSMS within two hours after binning
- Material Release Orders filled and staged for delivery within four hours following Material Release Order printing
- Warehouse Denials and Stock-Out Notices prepared within one-half hour following a freeze on the bin once a deficiency is discovered
- Paperwork shall be forwarded to Inventory Management on a daily basis
- Following computer system shutdown, post-issues shall be input into NSMS once the computer system is back on-line
- When a discrepancy or damage is detected, a freeze shall be placed on that stock item
- Range counts shall be completed within eight hours of placing a freeze on materials
- Reversals shall be made within one-half hour upon discovery of the need
- Single investigations shall be completed within eight hours
- Status of multiple or lengthy investigations shall be reported to the TR within eight hours
- Shelf-life program shall be updated daily

A review shall be conducted of all shelf-life items each quarter and Inventory Managers informed of stock items and quantities that will become outdated prior to the next quarter. All inventory survey results shall be completed and submitted to the TR prior to the annual inventory.

e. Documentation - The Contractor shall submit to the TR statistical information for the Semiannual Headquarters Performance Measures, the Semiannual Report of Supply and Equipment Management Operations and/or any other requested reports. The Contractor shall report to the TR results of the Stock-Out Survey and Bin Location Survey performed prior to required inventories.

1.4.2.2 Storage Space Operation

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.4.a., as applicable.

b. Description of work - The Contractor shall support the TR by identifying space for temporary

or long-term Logistics storage space.

The Contractor shall mark names, phone numbers, storage dates and other identifying information on stored materials; move materials with appropriate material handling equipment; and work with the requesting customer to coordinate movement in or out of storage space. Any problems or concerns associated with the stored materials and their longevity shall be communicated to the TR.

The Contractor shall protect stored materials from theft, abuse or environmental damage and restrict access to unauthorized personnel.

All stored materials shall comply with storage requirements from the ISO 9000 and the Environmental Management Office (EMO).

To ensure security and integrity of stored items, all storage facilities shall be kept secured during normal hours of operation and locked after hours and when unmanned. At the end of each day, a silent alarm for the main warehouse shall be activated. When special circumstances arise, the Contractor shall initiate and utilize additional security measures to ensure the security and integrity of stored items.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall accurately instruct potential customers in storage space guidelines and/or direct inquiries to the TR. The movement and placement of materials shall be accomplished without any physical damage to the material.

d. Schedule - The Contractor shall operate storage areas Monday through Friday 8:00 a.m. - 4:30 p.m. Preparation of transportation delivery tickets and instructions to persons moving material shall be accomplished within one working day following direction from the Storage Space Management Officer (SSMO).

e. Documentation - There is no additional documentation required for Storage Space Operation, other than that referenced in Task 1.4.2.1.e.

1.4.2.3 Substore Management

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.4.a., as applicable. The Contractor shall comply with the FPMR, Subchapter E, Subpart 101-27.304, as revised.

b. Description of work - The Contractor shall manage all supported substores. These substores are mini-warehousing operations established within a customer's area and manned by Contractor substore attendants. The Contractor shall provide backup attendants as needed.

Substore attendants serve the customer group with a variety of tasks. The precise scope of these tasks shall be negotiated between the customer, Contractor and TR. Duties generally include receiving, storing, issuing and replenishing Stores Stock, Program Stock and Standby Stock, as

well as nonstock materials procured through the Glenn procurement system. For all stored items, the Contractor shall maintain records that include stock or part numbers, item names, unit of issue, unit price, the stock level and the stock resupply point. Maintaining stock shall include a shelf-life program and rotation of stock.

Duties may also include administrative support to aid in the purchase of material for the substores. The Contractor shall obtain pricing, prepare and send purchase request for Government approval, receive and inspect order, contact vendor on discrepancies, and complete dispute form (if required). Government personnel will approve the purchase, place the order, review and sign the monthly statements.

Duties may involve use of material handling equipment, saws, drill presses, shears, hoists, cranes and other equipment. The Contractor personnel shall be trained and licensed to use specific equipment and handle hazardous materials as needed. Substore attendants shall access and input into customer computerized databases, NSMS and automated procurement systems. Substore attendants shall track and follow-up on procurements, tool issues, toolboxes, MSDS's, equipment maintenance and laundry services. Attendants shall be involved in periodic or on-demand inventories. When a new substore area is created, the duties shall involve planning, layout and arranging stocked materials.

Substore areas shall be clean and free of litter.

- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Substore attendants shall bin and issue materials accurately. Stocked material levels shall be maintained to ensure an adequate supply to satisfy customers' needs. All input entries into NSMS shall be accurate.
- d. Schedule - The Contractor shall support the hours of operation requested by the customer.
- e. Documentation - The Contractor shall provide the TR with current substore attendant assignment records that shall include location, phone, duty hours and Government points-of-contact. Substore attendant shall maintain all hand written stock requisitions for the appropriate time frame. Documentation associated with the material purchases shall be retained by the Contractor for review by the TR.

1.4.3 Central Chemical Storage Facility Operation

1.4.3.1 Hazardous Storage and/or Warehouse

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.4.a., as applicable. In addition, the Contractor shall comply with the Central Chemical Storage Facility Safety Permit #5-1084 and attachments, as revised.
- b. Description of work - The Contractor shall warehouse all hazardous items designated as Stores Stock, Program Stock and Standby Stock. These hazardous items are maintained in the Central Chemical Storage Facility, Building 212.

The Contractor shall comply with the description of work as outlined in Task 1.4.2.1.b., as well as issue items from Program Stock. NSMS and the automated Returnable Container (RETCON) Program shall be utilized in the performance of daily warehousing activities.

The Contractor shall ensure adherence to required quantity limitations.

The Contractor shall be knowledgeable in the use of perimeter tarps, overhead exhaust fans, fume hoods, dispensing units, emergency response alarms, fire suppression systems and intrinsically safe electrical equipment.

The Contractor shall ensure employees are trained in accordance with the requirements set forth in paragraph a. of this task.

Warehouse areas and binning locations shall be clean and free of litter. These areas shall be towmotor-accessible.

The Contractor shall ensure against fraud, waste and abuse.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. To ensure integrity of the inventory levels, binning, issuing and dispensing activities shall be performed accurately. JIT returned materials shall be given priority issue. Counts on inventoried materials shall be accurate. All input entries into NSMS and RETCON shall be accurate.

d. Schedule - Warehousing services shall be accessible to Glenn customers Monday through Friday 8:00 a.m. - 4:30 p.m.

The Contractor shall comply with Task 1.4.2.1.d as it applies to Stores Stock, Program Stock and Standby Stock.

The Contractor shall input into RETCON on a daily basis.

e. Documentation - The Contractor shall submit to the TR statistical information for the Semiannual Headquarters Performance Measures, the Semiannual Report of Personal Property Management Operations and/or any other requested reports.

1.4.3.2 Hazardous Receiving and/or Shipping

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.4.a., as applicable.

b. Description of work - The Contractor shall comply with the description of work in Tasks 1.2.b., 1.2.1.b. and 1.2.2.b.

The Contractor shall input all hazardous receiving and shipping activities regarding drums and cylinders into NSMS and RETCON.

The Contractor shall support and coordinate with Inventory Management, Fuels Distribution, Transportation, Chemical Purchasing, the Building Manager, the Institutional Safety Office, the EMO, the FTO and the Building 21 Shipping Operation.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall handle and move incoming hazardous materials in compliance with all safety regulations and without material damage. Receiving and shipping procedures shall be accomplished accurately. The Contractor shall ensure employees are trained in accordance with the requirements set forth in paragraph a. of this task.

d. Schedule - Hazardous Receiving and Shipping services shall be available Monday through Friday 7:00 a.m. - 4:00 p.m.

Freight bills shall be delivered to the TR the morning after receipt. Shipment delays shall be noted and attached to Glenn Outbound Shipment Documents and the TR called within four hours. Receipts shall be processed within two working days from arrival at the dock. The date and time shall be noted for all purchase orders on the front of the order folder within one-half hour of receipt on dock. The EMO shall be contacted within two hours of receipt of incoming non-Stores Stock chemicals and hazardous materials. The Contractor shall complete shipping and receiving records daily. All shipments shall be prepared for shipment on the same day the total shipment is complete and ready. Other shipments shall be made within one working day after receipt of paperwork when special crating is required. Returnable containers shall be shipped back to the vendor upon consumption of the product unless otherwise agreed to by the TR. The Contractor shall comply with the schedule set forth in 1.2.2.d.

e. Documentation - The Contractor shall submit statistical information to the TR for the Semiannual Headquarters Performance Measures, the Semiannual Report of Supply and Equipment Management Operations and/or any other requested reports. Data shall be maintained in LTOC as a part of the fuels tracking system.

The Contractor shall maintain receiving order folders for one year from the date of order closure. Folders shall be purged after one year, unless they contain any Government Bills of Lading or Freight Bills, which will then require the records to be boxed and stored for four years before final purging.

1.4.3.3 Container Program

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.4.3.1.a., as applicable.

b. Description of work - The Contractor shall manage the container program for Government-owned, vendor-owned and vendor-owned NASA-supplied returnable containers procured or rented through LTID procurement sources. Other Glenn contractor-purchased or rented

containers are excluded. Containers include cylinders, drums, reels and carboys; however, the primary focus of this program is cylinders and drums.

The Contractor shall perform a triennial returnable container inventory by scanning all bar coded returnable containers such as drums and cylinders located throughout all buildings at Glenn. When returnable containers are found without bar code labels, the containers will be bar coded. All inventory information shall be reconciled against RETCON records. Discrepancies and inventory results shall be noted and reported to the TR. Inventory results shall then be forwarded to FMD for official reconciliation. RETCON shall be updated with all current container inventory information. The Contractor shall contact customers to expedite the return of containers whenever possible to reduce the overall demurrage charges.

The Contractor shall comply with the description of work as specified in Tasks 1.4.2.1.b., 1.4.3.1.b. and 1.4.3.2.b.

The Contractor shall track Government-owned containers from cradle to grave. The Contractor shall track vendor-owned cylinders from receipt to return to vendor. The Contractor shall tag and bar code all cylinders. The Contractor shall remove the tag and bar code before return of the vendor owned cylinders. Cylinders shall be tracked in the LTOC database as part of the fuels tracking system.

The Contractor shall identify safety or maintenance problems associated with containers.

The Contractor shall ensure employees are trained in accordance with the requirements set forth in Tasks 1.4.3.1.a., 1.4.3.2.a. and 1.4.3.3.a.

Containers in storage shall be rotated to ensure use prior to expiration of retest date. Containers shall have a protective safety cap.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall comply with quality standards referenced in Tasks 1.4.3.1.c. and 1.4.3.2.c.

The Contractor shall ensure that container tagging is completed accurately.

The Contractor shall comply with quality standards referenced in Task 1.4.3.1.c. Physical inventories and RETCON data shall be reconciled accurately.

d. Schedule - The Contractor shall operate the container program consistent with Tasks 1.4.3.1.d. and 1.4.3.2.d. The Contractor shall perform a triennial returnable container inventory.

e. Documentation - The Contractor shall submit statistical information to the TR for Headquarters Performance Measures, the Semiannual Report of Supply and Equipment Management Operations, results from the triennial inventory and/or any other requested reports.

The Contractor shall record and provide inventory results to FMD and the TR for triennial

container inventory reconciliation. The Contractor shall annually provide FMD with control records on returnable containers.

The Contractor shall inform returnable-container users of demurrage information both upon issue and quarterly.

1.4.4 Laundry Services

a. General requirements - The Contractor shall comply with the commercial clean room standards requirements set forth by the customer as it relates to sizes and particle levels.

b. Description of work - The Contractor shall provide for the supply and management of laundry services for Glenn' customers. Standardized laundry services and clean room-specific laundry services are required. Services are provided to approximately 26 specific areas located in 18 different buildings. Services include the laundering, dry cleaning and repair of supplier-owned and Government-owned articles of protective clothing, wiping cloths, linens, bedding and other textile items.

Management of these services shall also include fabric, quantity and size adjustments; coordinating repairs when needed, and working with customer areas to identify new needs. All delivery tickets shall be signed by the Contractor upon receipt and matched against outbound deliveries for each customer area.

The Contractor shall conduct semiannual inventories in March and September and on-demand customers' inventories and reconcile inventories with the company and the customers in the field.

Prior to the end of the fiscal year, the Contractor shall contact each customer organization's point-of-contact to identify any changes in quantities, sizes or other requirements. Exact quantity information shall be provided to the TR who contacts the customer organization for a task number to pay for the service. The frequency of services are identified below:

<u>Type of Service</u>	<u>Laundry Article</u>	<u>Frequency of Service</u>
Clean Room Specific	Frocks, Masks, Booties, Hoods, Coveralls	Weekly
Standardized	Aprons, Labcoat, Coveralls, Bath Towels, Wash Cloths, Hand Towels	Weekly
Other	Parkas, Flight Gear, Medical Supplies	As Needed

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall ensure the integrity of the laundry services by

maintaining records of current customer points-of-contact, ensuring weekly pickup of soiled laundry and delivery of laundered articles, and ensuring correct quantity levels and sizes.

- d. Schedule - Services shall be provided Monday through Friday 8:00 a.m.-3:30 p.m.
- e. Documentation - The Contractor shall record inventory discrepancies and notify the TR. The Contractor shall maintain usage records.

The Contractor shall provide estimated customer laundry service requirements to the TR one month prior to the beginning of each fiscal year.

1.5 Transportation Operations

- a. General requirements - The Contractor shall comply with Title 45 of Ohio Revised Code Section 4511, as revised; the Glenn Safety Manual (LSM) Chapter 19, Part 4, Part 7, as revised; and the DOT requirements. Equipment shall comply with the Federal Executive Order 12759 dated April 17, 1991, or as revised; and the Federal Energy Management Section 9, 10 and 11, as revised; CFR Title 49, Chapter I, Section 172.704.
- b. Description of work - The Contractor shall provide transportation and dispatch services for Glenn.

1.5.1 Personnel Transportation

1.5.1.1 Bus

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.5.a., as applicable.
- b. Description of work - The Contractor shall provide the supervision, labor, vehicles and insurance necessary to provide bus transportation for personnel throughout Glenn with the exception of the West area and Aerospace Parkway.

Transportation shall be provided on a continuous basis, Monday through Friday, according to the published bus route. The Contractor shall have designated routes and time schedules posted in each building on the route. The designated bus route shall be maintained at 11-minute intervals. In the event of a road closing or partial road closing that affects the bus service for 30 days or longer, the Contractor shall publish and post a revised schedule and map. If the road closing or partial road closing is less than 30 days, the TR will determine if any Center notification is necessary. The Contractor shall also be responsible for preparing a memorandum notifying Center employees of the temporary bus schedule changes.

The Contractor shall ensure that drivers have a valid Ohio Drivers License or Ohio Commercial Driver's License (CDL) for vehicles that carry 16 or more passengers including the driver and associated liability insurance. Any such licenses shall be available for inspection by the TR on request. Drivers are required to report any changes in their driving status to their supervisor within one working day of the change.

Training shall be provided by the Contractor to ensure that bus drivers are familiar with routes, schedules, logs and safe operation of the bus.

Drivers shall pick up and drop off NASA employees, contractors, exchange personnel and escorted visitors at any designated point along the route. The driver shall verify passenger identity by checking employee badges prior to boarding. A clock is mandatory in the bus and shall be checked regularly by the drivers for the proper time of day as an aid to maintaining the bus schedule. Drivers shall be responsible for recording the actual time of departure from designated departure points (DDP) which are Building 500 and Building 21 and for logging the

number of passengers per trip.

The Contractor has the option of parking the bus overnight in the parking lot at the north end of building 21. or in other areas designated by the TR. All overnight parking shall be at the Contractor's own risk.

The Contractor shall provide cost-effective maintenance and repair services to ensure that the bus is serviceable and mechanically safe, have adequate heat and air conditioning, and meet applicable state vehicle safety inspection requirements. The Contractor shall have the option to perform on-site maintenance and repairs in accordance with Task 1.5.5. Vehicle Maintenance. The Government reserves the right to periodically inspect the Contractor's vehicle and, if determined to be unsafe or unsatisfactory, to prohibit its use until such unsafe or unsatisfactory conditions have been corrected. In such an event, the Contractor shall provide replacement vehicles to maintain the schedule.

The Government will furnish fuel (gasoline and/or natural gas) to the Contractor for the operation of the bus under this task.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall observe all traffic regulations, signs, signals and posted speed limits, and safely adjust speed according to weather conditions. The Contractor shall ensure the vehicle is safe for operation, and has been inspected. The Contractor shall have a clearly designated route and schedule of times posted at each building on the route. Bus drivers shall maintain a clean bus. The interior and exterior shall be vacuumed and washed daily and all trash removed. Windows (inside and outside surfaces) and passenger seats shall be kept clean. Prior to placing the vehicle in service each day, the driver shall ensure that the vehicle is clean and has been inspected for defects.

The bus shall have a windshield defroster and heating system that provides an even temperature throughout the bus of not less than 50 degrees Fahrenheit. Bus shall also have air conditioning equipment sufficient to provide an even temperature of 80 degrees Fahrenheit or less throughout the bus.

Drivers shall present a clean, neat appearance at all times when performing under this contract.

d. Schedule - Bus transportation shall be provided on a continuous basis Monday through Friday 7:45 a.m. – 4:33 p.m. to accommodate the published bus route. The Contractor shall adhere to the prescribed route. When required, all bus reroute maps shall be posted a minimum of 24 hours prior to the change.

e. Documentation - Daily logs shall be maintained which include departure times and passenger counts. This information is entered into the performance measures for the TR to review.

1.5.1.2 Taxi Service and Handicapped Transportation

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.5.a., as applicable.

b. Description of work - The Contractor shall provide taxi service to Glenn personnel where lab bus service is unavailable and/or when personnel need to carry materials too large for the lab bus to accommodate and provide for on/off-site transportation of handicapped employees. Drivers shall pick up and drop off personnel at requested locations. The Government will furnish one vehicle, equipped with handicapped chair lifts and safety devices. The Government will also furnish fuel, repairs and vehicle maintenance.

The Contractor shall ensure that drivers have a valid Ohio Driver's License and associated liability insurance. Any such licenses shall be available for inspection by the TR on request. Drivers are required to report any changes in their driving status to their supervisor within one working day of the change.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall observe all traffic regulations, signs, signals and posted speed limits and safely adjust speed according to weather conditions. The Contractor shall ensure the vehicle is safe for operation, and has been inspected. The interior and exterior shall be vacuumed and washed daily and all trash removed. The inside and outside surfaces of windows and passenger seats shall be kept clean. Prior to placing the vehicle in service each day, the driver shall ensure that the vehicle is clean and has been inspected for defects.

Drivers shall present a clean, neat appearance at all times when performing under this contract.

The Contractor shall provide safe operation of the handicapped chair lift and safety devices associated with the loading and unloading of handicapped personnel, and safe assistance to and from the desired building.

d. Schedule - The Contractor shall provide transportation for personnel throughout Glenn, the West area and the adjacent Techpark off-site facilities Monday through Friday 7:30 a.m. - 3:30 p.m. Services shall be provided within fifteen minutes from receipt of call.

e. Documentation - The Contractor shall enter into the performance measures data base the number of taxi passenger and on/off site handicap passengers.. The Contractor shall also provide a report of on-site handicapped trips showing the time of call, pickup time and duration in minutes and an average response time to the TR.

1.5.1.3 Airport Courier

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.5.a., as applicable.

b. Description of work - The Contractor shall provide airport courier service for NASA employees, other Federal employees on official business with NASA and NASA Contractors on official business. Travelers requiring service will be able to make specific requests by telephone.

The destination shall be to or returning from Cleveland Hopkins Airport with a round trip being approximately five miles.

The Government will furnish one vehicle and associated fuel, repairs and maintenance.

The Contractor shall ensure that drivers have a valid Ohio Driver's License and associated liability insurance. Any such licenses shall be available for inspection by the TR on request. Drivers are required to report any changes in their driving status to their supervisor within one working day of the change.

Drivers shall be required to verify passenger identity by viewing their badge and verbally verify official business travel status. Drivers shall also ensure that courier passengers wear seat belts.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall observe all traffic regulations, signs, signals and posted speed limits and safely adjust speed according to weather conditions. The Contractor shall ensure the vehicle is safe for operation, and has been inspected. Drivers shall maintain clean vehicles. The interior and exterior shall be vacuumed and washed daily and all trash removed. The inside and outside surfaces of windows and passenger seats shall be kept clean. Prior to placing the vehicle in service each day, the driver shall ensure that the vehicle is clean and has been inspected for defects.

The Contractor shall maintain accurate and legible daily logs.

d. Schedule - Hours of operation shall be Monday through Friday 6:00 a.m. - 5:00 p.m. Service returning from the airport shall be provided within thirty minutes from receipt of call. Courier service after 5:00 p.m. and before 6:00 a.m. will be provided through another contract.

e. Documentation - The Contractor shall provide to the TR daily logs and enter the information into the performance measures database. Daily logs shall contain the names of travelers, identifying civil servant or contractor status, and what organizations or contracts they represent. The monthly report shall include the number of trips and passenger counts to and from the airport and the number of no-shows and/or unscheduled passengers. The Contractor shall submit these reports to the TR.

1.5.1.4 Special Events

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.5.a., as applicable.

b. Description of work - The Contractor shall provide on-site and off-site transportation for Government and Government-related personnel to conferences and functions at Glenn and in and around the Cleveland area. Unless identified by the TR, services to functions shall be performed on a pay-for-service basis. Pay-for-service may require the Contractor to lease a bus, van and/or driver for specific events.

The Contractor shall ensure that drivers have a valid Ohio Commercial Driver's License (CDL), if necessary, and associated liability insurance. Any such licenses shall be available for inspection by the TR on request. Drivers are required to report any changes in their driving status to their supervisor within one working day of the change.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall observe all traffic regulations, signs, signals and posted speed limits and safely adjust speed according to weather conditions. The Contractor shall ensure the vehicle is safe for operation and has been inspected. Drivers shall maintain clean vehicles. Prior to placing the vehicle in service, the driver shall insure that the vehicle is clean and has been inspected for defects.

d. Schedule - The Contractor shall perform services in accordance with the schedule set forth by the TR.

e. Documentation - On the first working day of each month, a special events monthly report of services shall be provided to the TR.

1.5.1.5 Dispatch

a. General requirements - No general requirements apply to this task.

b. Description of work - The Contractor shall operate a telephone and/or radio-controlled dispatch service to receive and respond to calls, delivery requests and personnel transportation requests.

c. Quality standards - The Contractor shall ensure that communications are maintained with all functions of transportation during the hours specified in paragraph d. of this task.

Daily logs shall be maintained accurately and shall be provided to the TR upon request.

d. Schedule - Hours of operation shall be Monday through Friday 7:00 a.m. - 4:30 p.m.

e. Documentation - The Contractor shall maintain a log that identifies requests for airport, taxi and handicap services. This log shall be submitted to the TR for review upon request.

1.5.2 Dry Cargo

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.5.a., as applicable.

b. Description of work - The Contractor shall provide services for the loading, unloading, pickup and delivery of dry cargo to include instruments, machinery, office equipment, printed matter and inter-office and USPS mail. Services shall also be provided for the pickup and/or delivery of USPS mail on a daily basis at the locations identified below. Employees who perform this task shall maintain a security classification of *SECRET*. The Contractor shall ensure that drivers have a valid Ohio Drivers License and associated liability insurance.

USPS Pickup and /or Delivery Locations

- Puritas Park Post Office, 14402 Puritas Avenue, Cleveland, Ohio
Round trip distance is 9.1 miles. Pick up at 7:15 a.m. currently
- Airmail Facility, 5801 Postal Road, Cleveland, Ohio
Round trip distance is 8.6 miles. Delivered at 3:30 p.m. currently

Other pickup activities may be required as identified by the TR.

When authorized by the TR, the Contractor shall be required to load and/or off-load Contractor-acquired property.

The Contractor shall provide for the delivery of Stores Stock material.

The Contractor shall provide for off-center pickup and delivery of equipment and various other items as needed within a 50-mile radius of Glenn. The Contractor shall also provide this service to and from the Plum Brook Station.

The Contractor shall have the option to subcontract for off-center deliveries of approximately fifty pounds or less.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall meet all delivery schedules as specified and ensure that all deliveries reach their proper destination damage free.

d. Schedule - Hours of operation shall be Monday through Friday 7:30 a.m. - 4:30 p.m. with flexibility to accommodate occasional deliveries before or after those specific hours. Deliveries shall occur at the times specified below.

Dry Cargo Deliveries and/or Pickups

<u>Item</u>	<u>Schedule</u>
Payroll and other associated documents	Two times daily: 8:30 a.m., 1:00 p.m.
General deliveries ,	Within 16 working hours
Stores Stock	Within 20 working hours
Government orders	Within 24 working hours
Delivery requests	By the customer's due date
Priority packages service	Within 8 working hours Off-center delivery As required
Dry cargo, instruments, machinery and office equipment	As required
Inter-office and USPS Mail	Twice daily per mail schedule*
Mail drop off boxes	Twice daily per mail schedule*

* Refer to Attachment J

e. Documentation - A monthly report, specifying the types of deliveries, shall be provided to the TR on the first working day of each month.

1.5.3 Mail Processing

a. General requirements - The Contractor shall comply with United States Code (USC) Title 39, s 401, et seq and s 601 et seq; CFR Title 39, Chapter I, Subchapter E; USC Title 18, s 1691, et seq; United States Postal Service (USPS) Domestic Mail Manual, as revised; USPS International Mail Manual, as revised; NPD 1490.1E, NASA Printing, Duplicating, Copier, Forms and Mail Management; Handling of Correspondence and Information from the Executive Office of the President, NMI 1450.12, as revised; and the NASA Mail Management Guide, as revised.

b. Description of work - The Contractor shall provide mail services for Glenn. Mail services shall include sorting, processing and preparing mail for distribution. Types of mail include first class, third class, fourth class, air, pouch, priority, special delivery, express, registered, certified, insured, Privacy Act materials and Freedom of Information Act materials. The term *MAIL* as used herein is Glenn inter-office messenger envelopes, US mail, and individual sheets and pamphlets. The Contractor shall also be responsible for the maintenance of the assigned mail stops and opening of unidentified mail to determine the identity of the recipient. The envelope is then marked with the appropriate individual or organization and forwarded.

The Contractor shall notify the TR in the event that the recipient can not be identified. After processing, all registered mail shall be hand delivered, unopened, to the Security Office and a signed receipt shall be obtained. Employees who perform this task shall maintain a security classification of *SECRET*.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Mail services including sorting, processing, and preparing mail for distribution shall be provided accurately.

d. Schedule - Daily processing of incoming and outgoing mail shall be as follows.

Mail Processing Schedule

Incoming – All mail shall be processed and delivered the same day it is received from the USPS, Tuesday through Friday. Monday and the day following a Holiday, all mail shall be processed and delivered within a 24 hour period after being received from USPS. In all cases, bulk mail shall be processed and delivered when time permits

Outbound – All mail shall be processed and delivered daily to the USPS. An exception shall be mass mailings of 100 pieces or more from one organization code. Process and delivery times for mass mailings shall be determined by the TR based on volume and urgency of mailings.

e. Documentation - The Contractor shall provide to the TR by the eighth working day of each month, a monthly report indicating the dollars expended for all incoming and/or outgoing mail.

1.5.4 Recycling

- a. General requirements – The Contractor shall comply with the general requirements specified in Task 1.5.a
- b. Description of work – The Contractor shall accept calls through task 1.5.1.5 Dispatch to receive and respond to calls for pick up of cardboard on the center to be recycled. Materials shall be picked up and delivered to the designated area in building 21 and bailed.
- c. Quality standards – Bailing area shall be maintained free of a large amount of cardboard.
- d. Schedule - Materials shall be picked up from the customers within 48 hours of dispatch receiving the call. Cardboard boxes shall be broken down daily. Bailing of the cardboard shall be completed every other day.
- e. Documentation – The Contractor shall create a delivery ticket that identifies requests for recycling pickup.

1.5.5 Vehicle Maintenance

a. General requirements - The Contractor shall utilize Vehicle Repair Work Order, NASA C-696, as revised; Vehicle Tracker System and Preventative Maintenance Inspection Forms that are specific to the various types of vehicles being serviced and types of inspections being performed.

b. Description of work - Except for IAGP (Refer to Attachment B) the Contractor shall furnish all tools, equipment, material, repair parts and supplies required to perform maintenance tasks. The Contractor shall also provide maintenance work uniforms to personnel.

The Contractor shall perform scheduled preventive maintenance and/or safety inspections on all Government-owned and leased vehicles including trailers, forklifts, electric motorized equipment and other motorized equipment. The Contractor shall utilize Preventative Maintenance Inspection Forms that are specific to the type of vehicle inspection that is being performed. The contractor shall utilize the parts, preventative maintenance, and work order modules of the Vehicle Tracker System.

The Contractor shall perform scheduled preventive maintenance and/or safety inspections on designated Contractor-owned vehicles and equipment. Designated vehicles are contractor vehicles dedicated to on-site support authorized by a specific Government contract and accompanied by a written memo from the appropriate TR. Repair of these vehicles shall be limited to ignition work, tire and battery repair and/or replacement, and wiper blade, belts and hose replacement.

In addition, the Contractor shall perform unscheduled repairs to Government-owned and/or leased equipment and designated on-site Contractor-owned and/or leased vehicles. Unscheduled repairs shall be defined as any repair or adjustment not considered scheduled preventative maintenance, such as a repair required to maintain vehicles and equipment in a safe operating condition. Unscheduled repairs for contractors may be performed within a pay-for-service system.

Emergency road service shall be provided to Government-owned and/or leased and designated Contractor-owned and/or leased vehicles. Services shall be provided to vehicles within the boundaries of Glenn and Plum Brook Station and for Government-owned and/or leased vehicles authorized for official business within a 50-mile radius of Glenn.

Emergency service shall be provided for privately-owned vehicles within the boundaries of Glenn. Services shall be provided Monday through Friday 7:00 a.m. - 4:30 p.m. Emergency services shall be limited to the following:

- Emergency starting services shall consist of attaching battery jumper cables to the disabled vehicle and attempting to start it by this method. No repairs or replacement of parts shall be made to privately-owned vehicles.
- Spare tires of privately owned vehicles shall be installed only on vehicles operated by handicapped persons, or as approved by the TR. When requested, flat tires shall be inflated in place by a service truck attendant.

- Fuel shall be provided to the owners of privately owned vehicles that have run out of fuel while on site. The Contractor shall provide a can with a spout and three gallons of fuel. The owner of the private vehicle shall replace the fuel.

When requested by the vehicle operator, the Contractor shall dispense fuel and oil to Government-owned and/or leased vehicles during normal working hours.

During the fuel dispensing operation, the Contractor shall check all fluid levels and add to them as necessary.

The Contractor shall operate and provide all required supplies for the automatic vehicle wash rack located adjacent to the garage.

Government-owned bicycles and other miscellaneous government equipment shall be maintained and repaired by the Contractor as requested on a non-priority basis.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall complete all vehicle maintenance procedures accurately. This shall include the preparation of the Vehicle Repair Work Order, NASA C-696.

The Vehicle Tracker System Maintenance Due List shall have no past-due inspections without a written explanation provided to the TR.

d. Schedule - Normal garage hours shall be Monday through Friday 7:00 a.m. – 4:30 p.m.

Preventive maintenance inspections shall be scheduled according to the manufactures or GSA specifications, typically every six months or 3,000 miles utilizing the Vehicle Tracker scheduling program. For those vehicles so designated, preventive maintenance procedures shall be performed once a year. Preventative maintenance inspections shall be completed within the same day as scheduled. Unscheduled maintenance repairs shall be prioritized and scheduled upon presentation of a valid work order. Emergency road service for Government-owned and/or Contractor vehicles shall be provided immediately upon request.

e. Documentation - A summarized Garage Report, detailing the previous week's activities, shall be provided to the TR the first working day of each week.

1.5.6 Motorpool Vehicle Dispatcher

- a. General requirements - No general requirements apply to this task.
- b. Description of work - The Contractor shall provide operating and administrative support of the motor vehicle dispatch service. Utilizing the Glenn Vehicle Scheduling System (LVSS), the Contractor will manage various vehicle pools. The Contractor shall receive telephonic, verbal, and written requests for motor pool vehicles and schedule these requests into the Vehicle Tracker..
- c. Quality standards - Vehicles shall be visually inspected on a daily basis for safety defects, cleanliness and proper fluid levels. The Contractor shall ensure identified deficiencies are corrected before a vehicle is put into service.
- d. Schedule - This service shall be operated from the garage, Building 104, Monday through Friday 7:00 a.m. - 4:00 p.m.
- e. Documentation - On the first working day of each month, the Contractor shall provide to the TR a monthly report, utilizing LVSS, of vehicle mileage usage, vehicle operations review, and report of organization usage.

1.5.7 Garage Administration

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.5.a., as applicable.

b. Description of work - The Contractor shall perform all administrative functions associated with the garage operation. Administrative functions shall include entering all maintenance records into the Vehicle Tracker System ; filing all maintenance records and NASA Forms C-696 into vehicle folders; assigning and editing gas cards for the existing Phoenix Gas Card System; downloading local Phoenix Gas Card System's daily fueling activity records into Vehicle Tracker.

The Contractor shall act as the Equipment Services Representative (ESR) for all Government vehicles and shall be responsible for recording correct vehicle user and assignment information.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Services shall be performed accurately.

d. Schedule - The Contractor shall update databases daily.

e. Documentation - The Contractor shall maintain a record of garage parts purchased and balance these purchases with the invoiced bills on a monthly basis. A biweekly report of bulk purchased parts shall be provided to the TR.

The Contractor shall provide a monthly report of invoiced parts paid for by the Contractor to the TR.

1.5.8 Fuels Distribution

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.5.a., as applicable.
- b. Description of work - The Contractor shall distribute all fuels throughout Glenn. The Contractor shall pick up, move and deliver both distillate and cryogenic fuels, liquid and gaseous containers, dewars and tube trailers to various locations at Glenn, Plum Brook Station and/or as designated by the TR. The Contractor shall provide on-site special pickup and a delivery service for hazardous materials and transport the materials to Building 212. The Contractor shall perform duties in accordance with applicable safety standards. Potential sources of danger or deterioration shall be reported to the TR.

The Contractor shall ensure that fuels drivers maintain a valid Ohio Commercial Driver's License with hazardous material and tractor trailer endorsement and associated liability insurance. Any such license shall be available for inspection by the TR on request. Drivers are required to report any changes in their driving status to their supervisors within one working day after the change. Drivers shall have a physical exam once every two years. Drivers shall attend mandatory safety courses for certification or when identified as beneficial to augmenting current knowledge.

The Contractor shall manage the fuels tracking system. Fuels include cryogenics, gases or fuels in bulk, including RETCON cylinders. The fuels tracking system shall provide management access to the Center's fuel system levels on any given day. Management of the system shall include creating draws on an InDyne Bulk Purchase Agreement (beginning with gaseous hydrogen), receipt, dispatch, readings and documentation of fuels. The Fuels Management System (FMS) database shall be used as the tracking system.

The Contractor shall coordinate with the Environmental Management Office and the Glenn Safety Office to assure fuels are being handled and reported to meet their requirements.

FMS shall provide for the WEB based electronic routine of ordering fuels by the customers. In those instances where rush orders are required by the customer, the Contractor shall coordinate with the TR and other buyer(s) to assure purchases are made and fuels delivered to meet the customers required delivery dates. Fuels data contained in FMS shall be downloaded to the Aperture database to allow for visual representation of the fuel levels at the Center.

The Contractor shall provide the TR with fuel quantity readings daily.

- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this section and shall comply with periodic directives of the Glenn Office of Safety Environmental and Mission Assurance (OSEMA).

Contractor personnel shall show initiative and flexibility in meeting customer needs. Assignments shall be expeditiously handled but always within the bounds of safe procedures. Repetitive operations, such as cylinder pickup and delivery, charging of gas containers, and gas

and liquid level readings shall be conducted independently and error free. The Contractor shall keep the TR advised of significant problems.

d. Schedule - The Contractor shall comply with the following schedule.

Fuels Distribution Schedule

Daily	Read and report gas and liquid level readings.
Daily	Maintain product levels of high pressure storage banks.
Daily	Inform TR of major problems in the field.
Daily	Maintain equipment properly and follow procedures and safety regulations.
Weekly	Pick up and deliver containers and drums.
As required	Perform fuel, cryogenic liquid and high pressure gas transfers. This involves gasoline, diesel fuel, Jet A, JP-8, Compressed Air, Argon, Oxygen, Nitrogen, Helium, Methane, Hydrogen and/or other products as required.
As required	Transport tube trailers to vendor locations outside Glenn and return. This involves hydrogen, oxygen, helium, methane and/or other products as required.
As required	Perform transfers to Plum Brook Station and return. Plum Brook Station is located at 6100 Columbus Avenue, Sandusky, Ohio.
As required	Perform transfers within Glenn.

e. Documentation - Each day, the Contractor shall report propellant readings electronically from the FMSnd report propellant electronically using the same system. The Contractor shall report the delivery and/or pickups of compressed gas containers and identify transportation activities. These reports shall be maintained electronically as part of the Glenn metrics reports and in FMS. The FMS system shall be updated daily to reflect the fuel levels at the Center.

(End of Task 1.0)